

**Rappahannock-Rapidan Community Services Board
and Area Agency on Aging
Local Human Rights Committee Meeting
October 28, 2008**

MINUTES

Members

Present: Mary Jolly, Eileen Peet, Dawn Klemann, Sharon Adams

Guests

Present: Paula Benenson, LHRC Applicant; Kathleen Downey, LHRC Applicant; Pam Golas, Wall Residences; Lana Hurt, Wall Residences; Bruce Wyman, Mountain Laurel Group; Dulcida Estrada, Mountain Laurel Group; Shelly Baker-Scott, Agape Counseling and Therapeutic Services; Marie Payne-Clore, Agape Counseling and Therapeutic Services; Beth Stephens, Chrysalis Counseling Centers; Elise Stephenson, Chrysalis Counseling Centers; Krista Hale, National Counseling Group; Julie Turner, National Counseling Group; Sean Blair, National Counseling Group; Sally Twentey, Counseling Intervention; Diane Martin, Counseling Intervention

Also

Present: Brian Duncan, Executive Director, RRCSB-AAA; Alisa Decatur, Administrative Assistant, RRCSB-AAA; Chuck Collins, DMHMRSAS-OHR; Mark Seymour, DMHMRSAS-OHR

1. **Call to Order**—Mary Jolly, Chair, called the meeting to order at 1:35 p.m.
2. **Introductions**
3. **Additions or Deletions to the Agenda**—There were no additions or deletions to the Agenda.
4. **Approval of the October 23, 2007, January 22, 2008, April 22, 2008, and July 22, 2008 Minutes**

ACTION: Mrs. Eileen Peet made the motion to approve the minutes of the October 23, 2007, January 22, 2008, April 22, 2008, and July 22, 2008 meetings as presented. The motion was seconded by Mrs. Sharon Adams. There being no further discussion, the motion to approve the minutes was voted on and passed unanimously.

5. Presentations: Affiliation Updates

Debra Moore, LCSW, and Sally Twentey, M.Ed., Counseling Interventions, Inc.— Mrs. Moore and Mrs. Twentey presented their update on Counseling Interventions, Inc. and provided a brochure “Counseling Interventions, Inc.: Practical Counseling Interventions for Individuals, Families, and the Community” and the hand-out “Report to the Local Human Rights Committee, October 2008.”

Mrs. Moore and Mrs. Twentey addressed the following seven basic questions that providers are asked to touch on during their presentation (see hand-out “Report to the Local Human Rights Committee, October 2008” for a complete description):

1. *How do you make sure that clients understand their rights?* A “Notification of Rights” sheet is reviewed with clients at Intake that we have them sign. They are provided a copy and we keep a copy in their file. We have this form posted in our offices and in Orange County Schools as well.
2. *How do you do your training for your staff to ensure they understand their rights and responsibilities under the human rights regulations of staff training?* Mark Seymour has been out to provide Human Rights training. In addition, Human Rights training is provided at new employee orientation. A PowerPoint presentation from the State on Human Rights is on our employee’s computers and they are encouraged to watch it and ask questions. There is a constant retraining going on.
3. *Have you had any human rights complaints over the past year and if so, would you describe them?* There was one complaint received involving a nine-year old child and his CI Therapeutic Assistant (TA). The matter was investigated and a lot of effort was put forth to give the child a voice. The TA was advised of different ways he could have handled the matter and was reassigned.
4. *If you did have a complaint, what is your internal dispute resolution process?* The matter is investigated and as stated earlier every effort is made to give the client a voice. Mr. Seymour is notified as well.
5. *Have you had any citations from the Office of Licensing over the past year?* There have been no citations from Licensing.
6. *What is the number of staff employed and the qualifications of staff persons in your program?* There are 65 staff employed (see hand-out for description and qualifications). All staff are required to pass various screens, checks, and background investigations.
7. *How do you establish a culture of human rights within your program?* By the trainings done with Mr. Seymour, the initial trainings at new employee orientation, having information posted, and mandatory meetings where we review Human Rights. We take it seriously and it permeates everything we do. Our philosophy is grounded in positive behavioral support and is driven by what we like to see in our treatment plans.

Dawn Klemann asked about Therapeutic Day Treatment and where this program is? It is in every Orange County school and we also did the Boys and Girls Club over the

summer. We plan to do the Fauquier Boys and Girls Club and possibly Culpeper. These individuals are at risk of a more restrictive placement based on their behavior. It is Medicaid-funded and CSA-funded.

Mr. Collins asked if Counseling Interventions has an office in each location? No, but at some schools (depending on the need of the individual school and their administration) we will use a space in the school (e.g., sometimes housed in the ED self-contained room). We usually have a home-based space where you can find our poster.

Mrs. Adams asked if Counseling Interventions could give an example of a success? Standing up for individuals/clients being understood is something we've had success with. One case where our counselors worked very hard with an individual who other agencies didn't want to work is now only in outpatient care and is in the community and doing very well. Mrs. Jolly stated the lack of complaints shows their success.

Mrs. Adams asked what age groups services are provided for? From infants to 22 years old.

Bruce Wyman, Mountain Laurel Group, LLC—Mr. Wyman presented to the committee a summary of his program and the hand-out: “Human Rights Presentation, October 28, 2008.”

Mountain Laurel Group services adolescent girls from 13 to 17 years old who are struggling to recover from mental illness by providing residential care. The adolescents are there 24 hours a day, 7 days a week and they attend school there as well. The program is beginning to specialize in correct diagnosis.

Mr. Wyman addressed the following seven basic questions that providers are asked to touch on during their presentation (see hand-out “Human Rights Presentation, October 28, 2008” for a complete description):

1. *How do you make sure that clients understand their rights?* When a child is admitted, they are given a list of the human rights and we review that with them. They must sign it and we give them a copy of it. It is posted at our facility and they are given Mark Seymour's phone number.
2. *How do you do your training for your staff to ensure they understand their rights and responsibilities under the human rights regulations of staff training?* Mr. Wyman gives Human Rights training during orientation. Training is also conducted annually for all employees.
3. *Have you had any human rights complaints over the past year and if so, would you describe them?* There were four complaints this year (see hand-out for description).
4. *If you did have a complaint, what is your internal dispute resolution process?* There are written incident reports that are completed whenever there is an unusual incident. If there is a potential human rights violation, there is a form the child

fills out and the parent fills out. The form goes immediately to the nearest administrator, which will then go directly to Mr. Wyman. He then notifies licensing, CPS, the human rights representative, and the Department of Education. The investigation is conducted within five days.

5. *Have you had any citations from the Office of Licensing over the past year?* Nine citations were received and were corrected.
6. *What is the number of staff employed and the qualifications of staff persons in your program?* Mountain Laurel Group has 17 employees (see hand-out for complete description).
7. *How do you establish a culture of human rights within your program?* We establish a culture by how we treat our employees. We feel strongly about treating persons who work in mental health fairly and honorably.

Lisa McPherson, Blue Ridge Group Home, Inc.—Blue Ridge Group Home was absent from the meeting and therefore was not in compliance with the affiliation agreement.

ACTION: Mrs. Sharon Adams made the motion to write Blue Ridge Group Home a letter encouraging them to be at the next meeting in order to not lose their license. The motion was seconded by Mrs. Dawn Klemann. There being no further discussion, the motion was voted on and passed unanimously.

Mr. Collins to contact Mrs. McPherson.

Pam Golas, Walls Residences—Mrs. Pam Golas was in attendance to update the committee about their new services—two sponsored residential placements that Walls Residences is operating within our catchment area (see hand-out “Wall Residences: Service Update.”)

6. Requests for Affiliation

Shelly Baker-Scott and Marie Payne-Clore, Agape Counseling & Therapeutic Services, Inc.—Mrs. Baker-Scott and Mrs. Payne-Clore presented to the committee a summary of their program and provided a brochure and the hand-out “Agape Counseling & Therapeutic Services: Assurance of Rights.”

Agape is already affiliated with the Peninsula LHRC, but is seeking affiliation with the Rappahannock-Rapidan Community Services Board LHRC. Mr. Seymour has reviewed their Human Rights Policies and Procedures and they are up to date.

Agape Counseling & Therapeutic Services provides in-home counseling, day treatment services, outpatient services, substance abuse services, life skills curriculum, and mental health/mental retardation services for adolescents and adults. They have been in business for almost nine years now (opened in January 2000) and there are currently 170 employees across the state. Mrs. Marie Payne-Clore (licensed

psychologist with extensive experience with outpatient counseling) will be the Director at the Culpeper office.

Mark Seymour asked the following questions:

- *Who will provide your human rights training to your staff in Culpeper?* Maria Payne-Clore. We have a DVD that will also be incorporated into the training.
- *Who provided human rights training to Mrs. Payne-Clore?* Marcita Morgan who is at the Hampton Agape. Mr. Seymour notified Agape that he is also available to provide training as well.

Mr. Collins asked the following questions:

- *When will you begin operating in this region?* ASAP. The requirement is that we become affiliated with the LHRC and once that happens we get a go from licensing.
- *Do you have a physical office you will be operating from?* Yes, it's on Main Street in Culpeper.
- *Where will your referrals come from?* Most likely from the schools (guidance counselors, faculty members, etc.).

Mr. Collins asked the following questions that members must agree to in order to become affiliated:

- *Would you be willing to abide by the affiliation agreement of this committee which would require attendance of at least one meeting per year at which you would be required to give your annual report?* Yes.
- *Do you agree to pay an annual affiliation fee of \$200/year?* Yes.

ACTION: Mrs. Sharon Adams made the motion that Agape Counseling & Therapeutic Services be allowed to affiliate with this Local Human Rights Committee. This was seconded by Eileen Peet. The motion was voted on and passed unanimously.

Sean Blair (Director, Piedmont Office), Krista Hale (Director, Culpeper Office), Julie Turner (Director, Warrenton Office), National Counseling Group—Mr. Blair presented to the committee a summary of their program.

National Counseling started providing counseling services in 1993 providing primarily outpatient dual diagnosis services for substance abuse and mental health issues. Since 1998, they have been providing community-based services throughout the state of Virginia. There are about 15 offices throughout the state (headquarters in Manassas). They operate on a strength-based philosophy, getting the consumers and their families involved in the treatment process.

National Counseling Group is also affiliated with the Northwestern CSB LHRC. Mr. Seymour has reviewed their Human Rights Policies and Procedures and they are up to date.

Mrs. Adams asked the following questions:

- *Is the organization Virginia-based or national?* All of our services are currently incorporated in the Commonwealth of Virginia. However, due to the number of out-of-state inquiries about the quality of services provided and the different names in our different offices, we consolidated our name into one that will incorporate our focus and our future growth. We hope to one day operate out of state, but it probably won't happen for the next year or two.
- *Can you provide an overview of your staff and their qualifications?* There are about 20 qualified mental health professionals in the Warrenton office. There are 7 staff in the Culpeper office.

Mrs. Peet asked the following questions:

- *What is the age served?* The majority of our clients are between 4 and 18.
- *Where do you receive referrals from?* They come from court services, the schools, CSBs, and DSS.
- *Do you have a psychiatrist?* We do not, we refer out for psychiatric needs.

Mr. Collins asked the following questions that members must agree to in order to become affiliated:

- *Would you be willing to abide by the affiliation agreement of this committee which would require attendance of at least one meeting per year at which you would be required to give your annual report?* Yes.
- *Do you agree to pay an annual affiliation fee of \$200/year?* Yes.

ACTION: Mrs. Eileen Peet made the motion that National Counseling Group be allowed to affiliate with this Local Human Rights Committee. This was seconded by Sharon Adams. The motion was voted on and passed unanimously.

7. Human Rights Announcements—Chuck Collins

- Changes to the Mental Health Law Reform occurred on July 1. These changes make it easier for individuals to be committed to state and community hospitals. There has not been an increase in hospitalizations since the law has been passed.
- State funding has been affected by the downturn in the economy. DMHMRSAS underwent a budget reduction along with all state agencies. CSBs suffered a 5 percent reduction in funding for the rest of this fiscal year. The Central Office (which employs the Commissioner, the State Human Rights Committee, Mr. Seymour, and Mr. Collins) suffered a 15 percent reduction that resulted in

lay-offs and retirements (about 32 positions are now no longer positions in the Central Office). The Governor will announce what he will do with State funding for Fiscal Year 2010 in November, but more cuts are expected.

- Once a year in July Mr. Collins conducts a two-hour human rights training session to all RRCSB providers, members, and affiliates. All affiliates are encouraged to attend. This will qualify affiliates to train the people they supervise in Human Rights.
- An update was given on the Western State Hospital patient who has been in solitary confinement for 15 years. Last Friday Commissioner Reinhardt addressed the State Human Rights Committee (SHRC) and they have accepted Commissioner Reinhardt's action plan. They are working to get this patient moved out of Western State Hospital.

8. Update on Recent RRCSB-AAA Cases and Issues (Brian Duncan)—Mr. Duncan provided a summary of human rights complaints from the last quarter (see hand-out “Report of Human Rights Activities for Rappahannock Rapidan CSB & AAA: Reporting Period July 22–October 22, 2008”). There were three informal complaints that have been resolved and one formal complaint (status still pending). There were six abuse/neglect allegations that have been determined to be unfounded.

9. Updates by Brian Duncan, Executive Director, RRCSB-AAA—Mr. Duncan commented to the Committee that they should be mindful of the number of affiliates we have. There are now 15 affiliates and as this number increases, there is the potential for the number of complaints to increase, which could become burdensome to the Committee, as well as provide an administrative burden.

The RRCSB-AAA has taken a 5 percent cut for FY 2009. There were not cuts from DMAS (Medicaid) for FY 2009, but we expect there to be cuts in FY 2010 for Medicaid. This would affect the rates that we get paid to provide services.

The commitment law changes in our five-county region have gone well. We have doubled our coverage for Emergency Services, and we are attending hearings at Western State Hospital.

Bidding on the construction of Boxwood, which is a large residential treatment program, has begun. We hope to begin construction in early 2009. Mr. Duncan to introduce the new Boxwood manager, Mr. Jan Lizotte, at the next LHRC meeting.

10. Election of Officers, Chair, and Vice Chair for 2009

ACTION: Mrs. Eileen Peet made the motion that we nominate Mrs. Mary Jolly as Chair and Mrs. Dawn Klemann as Vice Chair. This was seconded by Mrs. Sharon Adams. The motion was voted on and passed unanimously.

- 11. New Member Interviews**—Mrs. Paula Benenson and Mrs. Kathleen Downey were interviewed. Mr. Chuck Collins to submit their applications along with a cover letter to the SHRC. Once approved, they will receive a letter from Mr. Kirby Wright. Mrs. Benenson and Mrs. Downey are to attend the next LHRC meeting on January 27, 2009.
- 12. The next Local Human Rights Committee will be on Tuesday, January 27, 2009 at 1:30 p.m. in Conference Room B.**

There being no further business, Mrs. Mary Jolly declared the meeting adjourned at 3:30 PM.

Approved:

Chair or Vice Chair

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